

Logansport Municipal Utilities
Electric Service Quality Rulemaking
Data Request

Reliability:

1. Is your utility participating in any EPRI (or other organizations) research projects relating to reliability or other service quality issues?

No. At this time we are not involved in a research project nor have we been.

Service Interruption and Outages

Sustained Outages:

1. How does your utility identify an outage?

An outage is identified when a customer reports a loss of power or information from our SCADA system is received. A sustained outage is loss of power long enough for the customer or SCADA to make report. A momentary outage is loss of power and service restored before a report can be made.

2. Please describe the response process once an outage is identified.

A Trouble man is dispatched to the customer location or the effected area. Once the problem is determined the power is restored. The Trouble man will talk with the customer or the dispatcher can contact them to verify that power has been restored.

3. Under what conditions or circumstances does your utility report an outage to the Commission?

If the outage were great enough we would report this to the commission under its guidelines.

4. Outages resulting from major weather events can somewhat be anticipated, please describe the weather event outage response from the time a weather situation is known through the time the last customer is brought back online.

A small weather event would result in dispatching a Trouble crew and working through the dispatch restoring power. If the weather event is a major storm then the appropriate crews would be assigned to areas and power would be restored by order of importance and then order of calls taken. Both events would continue until all power is restored.

5. What other government agencies or organizations must your utility interact or communicate with during outage situations?

We would work with the police, fire, and street departments.

6. Are there other agencies, organizations, or companies that your utility typically interacts or communicates with during critical outage situations?

The Cass Co. Emergency Management, local react team, and any of the above departments.

7. What is the policy concerning the use of service crews from other utilities?

We have never needed the services of outside sources. We also would use those services if the need arises.

8. What type of information does your utility typically gather/report/analyze regarding sustained outages?

We gather location, length of outage, number of customers affected, what protection devices were activated and procedures used to restore power.

9. Does the utility attempt to quantify the financial costs of outages to customers and local communities?

No. We do not have enough staff on hand to compile that information and use it.

Momentary Outages:

1. Does your utility identify and track momentary outages?

Yes. A Trouble Ticket is generated and a response will be forth coming by a number of our employees.

2. What type of information does your utility typically gather/report/analyze regarding momentary outages?

Location, Name of customer or customers, and any information that can be helpful in identifying the problem.

3. Other than the duration of the outage, are there operational or characteristic differences in a sustained outage versus a momentary outage?

Yes. We will always respond to the sustained outage without delay.

Performance Measures and Statistics:

1. Typical reliability performance statistics include SAIDI, CAIDI, SAIFI, etc. Does your utility routinely calculate these statistics?

No. We do not use those statistics.

2. Are there other reliability statistics your utility calculates?

N/A

3. Does your outage management system calculate other reliability statistics that your utility does not routinely review?

N/A

4. Reliability statistics are often calculated excluding storms or other major outage events. Do reliability statistics typically calculated by your utility include or exclude storms or major events?

N/A

5. How do service territory differences affect the calculation of reliability statistics? What statistic, if any, is most indifferent to the service area characteristics?

N/A

6. Can the calculation of reliability indices be standardized among Indiana utilities?

Yes. The calculation could be standardized with consideration of the size of the utility.

7. Should utility size or other characteristics be taken into consideration when evaluating the reliability statistics from a company?

Yes. With small utilities come small staff problems.

8. Are performance evaluations and the resulting compensation for any individual, group, or division of the utility tied to reliability statistic results?

N/A

Worst Circuits:

1. Are there areas of your utility's service territory that are more prone to outages than others?

Yes. We have areas that attract lightning and tree problems that are always prevalent.

2. What are the advantages of identifying the top worst performing circuits of a utility?

During budget time we will identify these areas and formulate a plan to reduce or eliminate the problem areas.

3. What are the disadvantages of identifying the top worst performing circuits of a utility?

Customer perception of problem areas breeds distrust in the utilities ability to serve their customers.

Power Quality:

1. Based on your utility's interaction with its customers, is power quality an important concern of your customers? What aspects of power quality are of particular concern?

Yes. For our Industrial customers power quality is a concern. Transient voltages and harmonics are a few concerns that have been addressed.

2. Does your utility have any program or plan in place specifically addressing power quality issues?

We address these problems as they happen. With state of the art metering we have installed we can monitor these problem areas.

3. Does your utility collect/track any type of power quality related data?

Information is gathered by our SCADA system on each feeder from each substation. As I said in the above response metering plays a big role in this equation also.

4. Is power quality data used as a performance measure for compensation for any person(s), groups and/or divisions in your utility?

No.

Leading Indicators :

1. What are good leading indicators of possible service outages? Does your utility routinely monitor specific aspects of the electric operations or system with the goal of preventing service outages?

Keeping track of the age of circuits i.e. wire age, pole conditions and equipment age are red flags for outages. Substation maintenance is a must to insure reliable service to our customers.

2. Does your utility have a routing inspection and maintenance plan/procedure in place designed to prevent the possibility of service outages?

Yes. In the Substation department we have a routine inspection plan and yearly maintenance schedule designed for prevention of outages.

3. Has this plan/procedure changed in the past five years?

No.

4. Has your utility made any study or analysis as to how successful your inspection and maintenance plan/procedure has been in preventing service outages?

No.

5. Does your utility have a vegetation management plan/procedure in place designed to prevent the possibility of service outages?

Yes. We hire outside sources for line clearance with a minimum of three-year clearance. We also have a three-man tree crew on staff that reduces our outages because of trees to a minimum.

6. Has this plan/procedure changed in the last five years?

Yes. We are outsourcing our line clearance more now.

7. Has your utility made any study or analysis as to how successful your vegetation management plan/procedure has been in preventing service outages?

No.

8. Does your utility identify/track the age of equipment used in the production and delivery of electricity to the customer?

Yes. We use xfrmr cards along with computer programs to track age of equipment.

9. Could equipment age be used as a leading indicator of potential service outages?

Yes. Some electrical equipment will fail because of age no matter how good your maintenance program is.

10. Does your utility track equipment used in the production and delivery of electricity to the customer to identify equipment that tends to have a premature or unpredicted failure rate or degraded performance level?

No.

11. Could the identification of equipment with premature or unpredicted failure rate or degraded performance level be used as a leading indicator of potential service outages?

Yes. Identification of these problem devices could decrease the potential outage by replacement at a predetermined interval.

12. Are there any other methods you carry out to help maintain and/or improve system reliability?

Yes. Physical line checking by our crews during slow time or just on routine basics can improve reliability. A relay study is in the budget for 2003 for each substation and our 69 kV loop.

Setting Performance Standards:

1. Does your utility set any type of performance standards relating to service reliability and quality as a method of determining employee and/or division performance for compensation purposes?

No.

2. Could similar standards be set by the Commission to help evaluate and compare the service quality of Indiana utilities?

With different size utilities come priorities. A larger utility has more resources to pull from. We are a service oriented company and work hard to address the concerns of each customer. I feel that standards set by the commission would only cause those concerns for the customer to deteriorate for the small utility.

3. If these standards are not appropriate to help evaluate and compare the service quality of Indiana utilities, please suggest some standards that would be appropriate.

The size of the utility and the customer ratio to employees is a major concern for setting standards.

4. To date there has been little or no use of I.C. 8-1-2.5 by utilities to propose performance based rates that would tie utility incentives/penalties to reliability and other measurable performance criteria. Is there a problem with how I.C. 8-1-2.5 is structured that makes it inappropriate or ineffective as a vehicle for performance based areas?

As a Municipal we are not pressured for big returns by investors. We base our performance on our customer's input and reaction to the work that we do day to day.

Safety:

1. Is your utility participating in any EPRI (or other organizations) research projects relating to safety?

N/A

2. What actions to ensure public safety are taken, both by the utility and other emergency resources, when a live power line has come down?

The police and fire departments are involved with our safety programs. When a line is reported down or seems to be down we respond immediately and will not leave the area until the line is made safe and or repaired.

3. In situations where live power lines may be down in multiple locations, how is public safety ensured?

If we have several locations and not enough staff to cover these areas the police department can and has helped us in these types of situations.

4. In critical weather situations where widespread areas may experience outages or down power lines, is there any central coordination (beyond individual utilities) of the restoration of service and the repair of down lines?

Not any that would have the knowledge and expertise to perform this type of work.

5. What could be done to improve the public awareness of the hazards that may exist as a result of weather related power outage? How does your utility inform customers of these types of hazards?

Public awareness commercials and radio can send the message we are trying to get across. We try to send our message out in the local paper as much as possible.

6. What is the most typical accident involving utility facilities that happens to utility personnel and to non-utility/customers/the general public?

We have a large number of utility personnel accidents involving heavy lifting and repetitive motion. The general public accidents are of the vehicle type. Breaking off poles, sliding into pad mount transformers and damaging meter bases.

7. What is current average term of employment for service and line crew personnel? Does your utility provide on-going safety training for your line and service crews?

The average employment of line crewmembers is twenty to twenty-five years. We provide all our employees with at least one safety meeting from an outside source a month. That number is usually higher.

8. Commission rules currently require utilities to report accidents resulting in death. Do you think this rule provides useful information to the Commission? Do you have any recommended changes that would make this rule more useful?

Yes. Everyone can learn from even the most tragic death situation. Accidents that are analyzed can provide use with useful information for the future of line work.

9. What other organizations or agencies must you report to when there has been an accident, injury, or fatality?

Insurance carrier and IOSHA in certain situations need to be notified.

10. The Commission is aware that in preparation for Y2K utilities developed emergency operating plans. Does your utility continue to maintain and update an emergency operating plan?

Other than for major weather events, no we don't have any plans in place.

Customer Service

1. Is your utility participating in any EPRI (or other organizations) research projects relating to customer service?

No.

2. Please describe your utility's customer service philosophy and how your utility implements this policy?

We are proud to serve the community and treat each and every customer with respect. We will go the extra distance for our customers to insure they have all the services that our municipal offers. Continuing education of our employees in customer treatment is a must.

3. How many employees are directly engaged in customer service types of activities and where do they fit in the utility's overall organizational structure?

At least five outside personnel and twelve customer service employees are involved in customer service daily. The outside personnel are involved in meter problems and new service accounts or updates.

4. Assuming there are a variety of activities that can be considered "customer service" please describe the different types of activities your utility classifies as "customer service" and how many employees are engaged in each activity.

We provide meter reads, voltage, and amp checks. We will locate customer owned urd lines. Also locate faults in the urd lines. The employees in the Billing office will address any problem the customer has with their bill, and direct them with other problems.

5. Please provide a brief description of the qualifications required by employees engaged in the various customer service activities described in response to the previous question. Have these requirements and protocols changed over the past five years?

All of our employees have a high school diploma and on the job training for each position.

6. Please describe any equipment and/or facilities that are specifically designed to help the utility to communicate with its customers and to enhance customer service.

A new dispatch area has been put into place to better serve the customer in day-to-day operations including night calls.

7. How does your utility evaluate the quality and performance of your customer service activities?

We depend on a direct response from the customer either by phone or in person.

8. Is the compensation of employees, groups, or divisions tied to customer service performance? *No.*

9. What methods or statistics are used to evaluate customer service performance?

Customer service employees have supervisors that are responsible for their performance. They base their performance on customer responses to work performed for the customer.